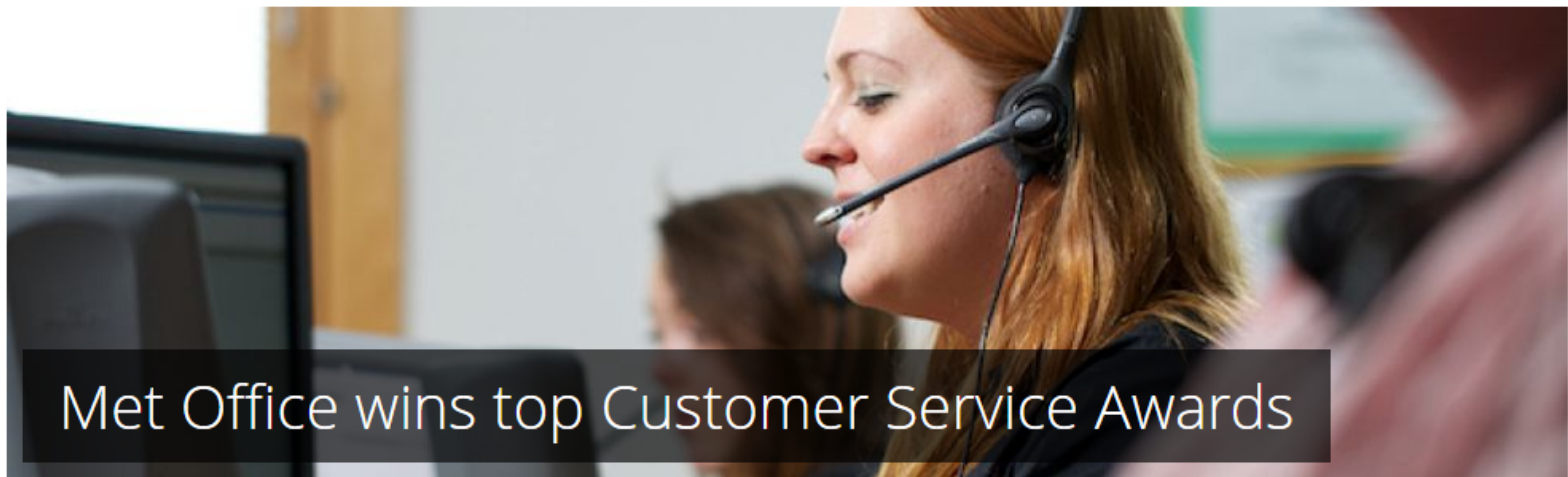




4 November 2015 - The Met Office has won six customer service awards at the Top 50 Companies for Customer Service Awards 2015.

The Met Office has won six customer service awards, including the award of the night for overall combined channels, at the Top 50 Companies for Customer Service awards event 2015.

The Top 50 is the only independent benchmarking programme for customer service in the UK. The annual awards were presented to companies who have gone above and beyond to deliver impeccable customer service.

Our customer service teams respond to all general weather enquiries and are often the first point of contact for the public when severe weather strikes. They are available to give information and advice about the weather in the UK and internationally, 24/7.

The Met Office won:

- 1st Overall for Combined Channels
- Most Improved Overall for Social Media
- 1st Overall for Email Service
- 2nd Overall for Call Service
- Best in Public Sector
- Best Extra Small Centre

Chalky Langley, Head of Customer Service at the Met Office, said: "We have a strong ethos of customer service and are extremely proud that our teams have been recognised in these awards.

"It is fantastic news that we achieved the award of the night for overall combined channels beating competition including; Aviva, Barclaycard, Travelodge, Playstation and NotontheHighstreet.com. In particular, we were also delighted to receive an award for most improved social media, as this is an area that we have been focussing strongly on.

"We regularly seek feedback from customers and are constantly working towards exceeding expectations and will continue to ensure we offer a first class customer service experience across all our channels."

Raj Dattani, Programme Director, UBM EMEA, said: "The Top 50 has come on in leaps and bounds over the last eight years. It is now seen as the most prestigious customer service benchmarking programme in the UK; working with some of the most well known brands. The Top 50 is a standard for customer service excellence in the UK."

Through our social media channels, we're reaching more than 870,000 people every month. Our @metoffice Twitter channel has over 305,000 followers and Facebook has 100,000, we also have Pinterest, Instagram, Vine, Linkedin, YouTube, Google+ and blogs. We are available to respond to weather queries via Twitter 24 hours a day, 7 days a week, so that our followers are only one tweet away from the latest weather information.

Our award winning team is available 24/7

Our monthly Customer Service statistics...

17106

Total number of calls received

4015

Number of emails

Answer rate for calls received

96.5%

(Target 95%)

Customer Engagement Score

86%

(Target 85%)

Data from August 2015

Calls received 2014/15...

Month	No. of calls
APR	10k
MAY	12k
JUN	14k
JUL	15k
AUG	17k
SEPT	10k
OCT	12k
NOV	8k
DEC	9k
JAN	12k
FEB	9k
MAR	9k

Our Social Media following continues to grow...

870k

people reached every month

100k

Facebook followers

We also communicate using these...

305k

Twitter followers

20096

Twitter responses

54

per day in the last year

Average response time

32 mins

Which awards did we win?

1st Overall for Combined Channels

Most Improved Overall for Social Media

2nd Overall for Call Service

1st Overall for Email Service

Best in Public Sector

Best Extra Small Centre

Top 50 Companies for Customer Service Awards 2015

Last updated: 4 November 2015